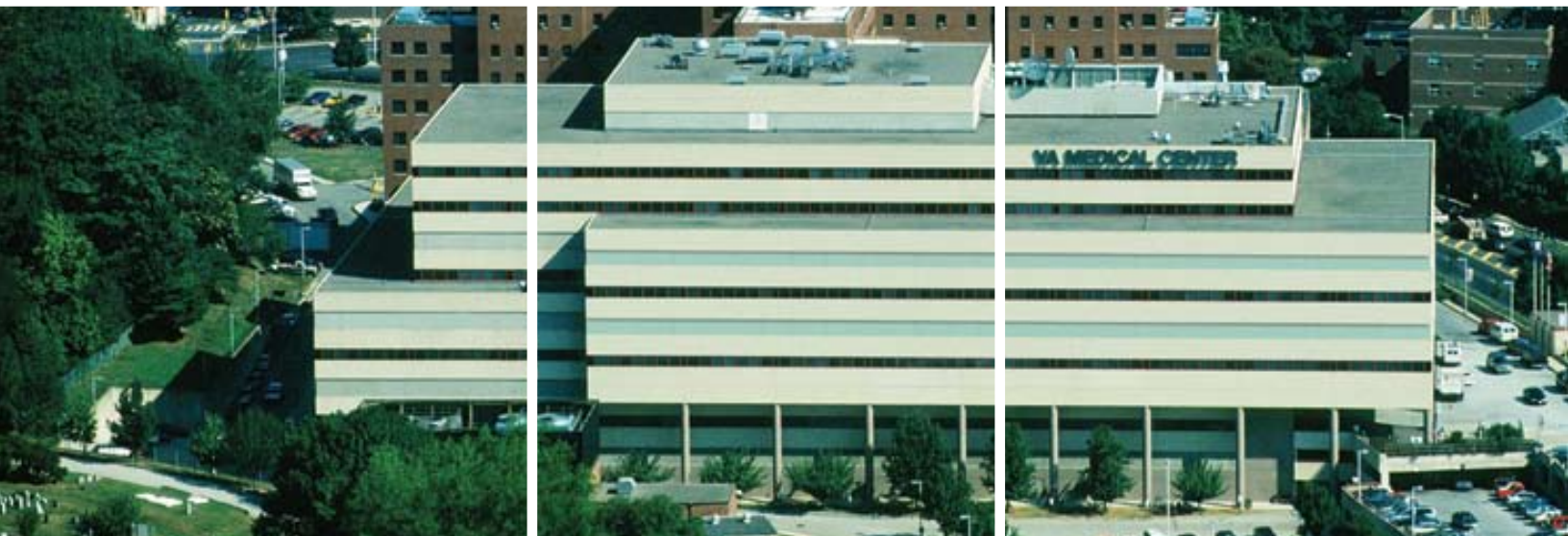


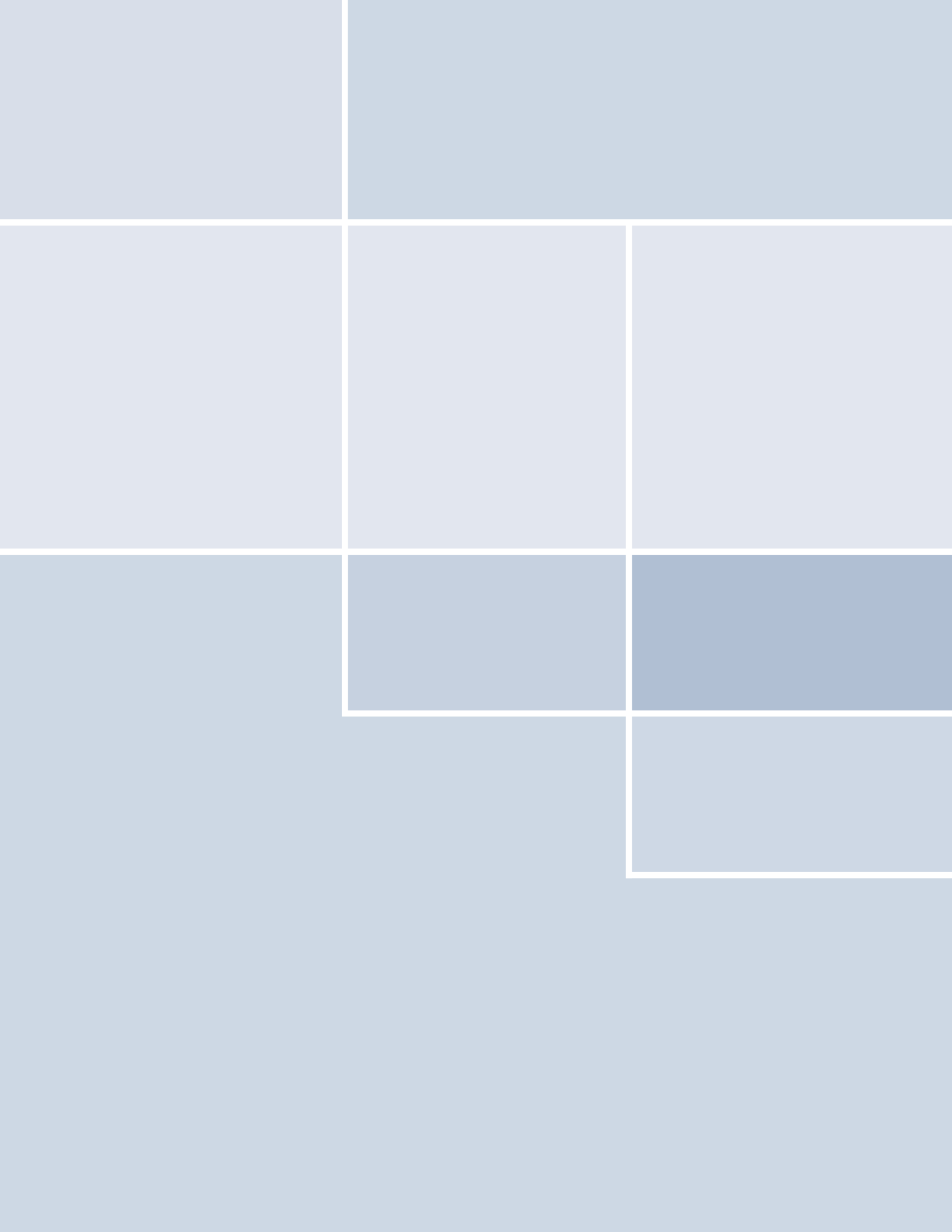
PHILADELPHIA VA MEDICAL CENTER

Annual Report *for* Fiscal Year 2005



2005

PHILADELPHIA
VA MEDICAL CENTER





A Message *from the* Director

I am pleased to present to you the Philadelphia VA Medical Center's Annual Report for fiscal year 2005. This is an opportunity for us to look back and reflect on our many accomplishments.

On July 21, 2005, the Department of Veterans Affairs marked the beginning of its Diamond Anniversary—75 years of dedicated service to America's veterans. We have much to be proud of as employees of this great Department and we have a great appreciation for our rich history and excitement about our future.

In FY 2005, with a \$270 million budget and more than 1,600 employees, we accomplished a great deal on behalf of America's veterans and their families. Every day our dedicated clinicians, researchers and support staff demonstrated a commitment to providing high quality health care that is second to none.

This past year has been marked with the challenge to meet our ever-increasing patient workload. Nearly 60,000 veterans sought health care at our Medical Center and four Community Based Outpatient Clinics. We treated nearly 5,000 veterans as inpatients and more than 430,000 outpatient visits were handled by our clinicians. Despite the increase in the number of veterans seeking health care at the Philadelphia VAMC, we made great strides in improving our Performance Measures and accomplishing our clinical goals. In addition, our customer service scores continued to improve in nearly all measured areas.

We have much to be proud of at the Philadelphia VA Medical Center and have much to look forward to in the coming year. As a family of employees, we will embrace the initiative of "Affirming the Commitment. As employees of the Department of Veterans Affairs, we are not about profits or balance sheets or shareholder returns. We are about service of the noblest type. We serve those who have lived a commitment to protect our nation. This is an awesome responsibility and privilege.

Every American owes our veterans an incredible debt of gratitude. At the PVAMC, we are fortunate to have been chosen to help America repay that debt. Now it is time for us to affirm our commitment to the veterans we so proudly serve.

A handwritten signature in white ink, appearing to read "M J Sullivan".

MICHAEL J. SULLIVAN
Director

2005 ACCOMPLISHMENTS

PVAMC 2005 ACCOMPLISHMENTS



Accreditations

- NCQA Accreditation/HRPP Program: Successful execution of the Research & Development program's first NCQA triennial accreditation site visit in the use of human subjects.
- AAALAC Accreditation/Animal Care Program: Successful execution of the Research & Development program's AAALAC triennial accreditation site visit for the use of animal subjects.
- Successful JCAHO Opioid Treatment Program Survey resulting in no requests for improvement.
- Successful completion of the Rehabilitation Medicine's CARF survey resulting in a 3-year accreditation.
- Successfully received accreditation from the College of American Pathologists (CAP) and American Association of Blood Banks (AABB) for 2 years.
- Successful accreditation from the Food and Drug Administration for PVAMC's Mammography unit.

Care Coordination/Home Telehealth

A care coordination/home telehealth program has been successfully implemented during FY 2005. The program offers distance monitoring of patients with congestive heart failure and/or diabetes. The staff includes two full-time RN Care Coordinators and a Program Assistant. To date 127 consults have been received and 83 patients are active in the system.

Mental Health Services at CBOCs

PVAMC continues to work to establish a mental health presence at our Community Based Outpatient Clinics. In FY 2005, a Mental Health presence was established at our Cape May CBOC.

Establishment of CWT/TE Program

PVAMC re-established its Compensated Work Therapy/Transitional Employment (CWT/TE) program in FY '05. CWT/TE is a vocational rehabilitation program for disadvantaged homeless and/or disabled veterans and is a component of the Psychosocial Rehabilitation mission of the Medical Center. The goal of this program is vocational therapy and work restoration not compensation.

ACCOMPLISHMENTS

Pain Management Team

PVAMC continues to work towards creating a comprehensive Pain Management Program. Dr. Gallagher, Dr. Albala, Nancy Wiedemer and other members of the facility Pain Service from behavioral health, rheumatology, and neurosurgery have organized a comprehensive pain management program to include: consultations, medical visits, injections not requiring the OR, behavioral pain management, biofeedback, pain management groups, acupuncture, and orthopedic manipulations.

Pharmacy Improvements

PVAMC continues to focus on improvements in our Pharmacy including addressing patient wait times and prescription processing times. In FY 2005 our Pharmacy service successfully reduced waiting times to under 30 minutes and decreased mail prescription processing times to under 40 hours. In addition, a 5.9 increase in workload was accomplished without additional staffing.

Radiation Therapy Satellite Clinic

A satellite follow-up clinic was established at VAMC Wilmington to support the integration of the Oncology program in that facility with our Radiation Oncology. This will help to coordinate services between the two facilities providing greater convenience to our veteran population.

Reorganization of CESATE

This fiscal year the facility's Center of Excellence in Substance Abuse, Treatment and Education (CESATE) was reorganized. The primary mission of the CESATE has been to help facilitate training of clinical staff throughout VA Healthcare System; to provide consultation to other facilities and VISNs, and to facilitate the transfer of evidence-based medicine from research finding to the care of patients. With the reorganization, the focus will be on providing education and practice innovations in the translation of science to clinical practice.



2005 ACCOMPLISHMENTS

PVAMC 2005 ACCOMPLISHMENTS



Reorganization of Addiction Recovery Unit (ARU)

PVAMC's Addiction Recovery Unit has provided traditional abstinent based treatment for patients with primary alcohol abuse and/or dependence. It has principally been a group-based model. A significant unmet need was the treatment of the multi-problem dual diagnosed patient. The new model is to have more integrated, evidence based treatment for this population. Best Practice models indicate that individual and case management services that promote continuity of care are the most effective models. This program has been reorganized to better address access and retention issues for this population. Group treatment models promote skill enhancement (anger management, problem solving, coping with cravings, communication, and nutritional health management) and have greater integration with vocational and/or social support programs. Treatment services now match the veterans' needs.

Nursing Research

Nursing research at the Philadelphia VA Medical Center encompasses a broad range of studies aimed at enhancing our care of veterans and their families. In 2005, PVAMC nurse investigators submitted six grant applications; three were funded and two are currently under review. One funded study examines the quality, distress, impact, and management of lower urinary tract symptoms in men with Parkinson's disease. Another funded study aims to advance our understanding of how caregivers experience and manage the lower urinary tract symptoms in their spouses with Parkinson's disease.

PVAMC was chosen as a site for a VA Nursing Predoctoral Fellowship, one of two sites chosen nationwide. This demonstrates that the PVAMC nursing research program has the capacity to provide and coordinate strong research training for the fellow. A multidisciplinary team of staff/faculty from PVAMC, University of Pennsylvania School of Nursing, and other university departments offered research training and learning opportunities for the fellow.

Automated Electronic Anesthesia Information System

The Drager Innovian system was installed and was partially operating in the conclusion of FY 2005. Once fully operational, this system will address many of the issues that presented risk for the medical center when paper records were used, including lack of date, time stamping, patient identifier and other data omissions, illegible entries, and lost records. The software also features a set of database management tools that allow viewing of data in many dimensions with applications from provider QA to focused case reviews.

Medical Research Funding

The Philadelphia VA Medical Center (PVAMC) has a strong tradition of research excellence dating back over 40 years. Past internationally recognized basic-science research has occurred in many disciplines including, but not limited to, lung disorders, infectious diseases and rheumatology. The tradition of strong basic science research has continued into the present time in a number of fields with concentration in the areas acutely affecting large segments of the veteran population especially those involved in or returning from Gulf War active duty.

Over the past five years the PVAMC has been successful in recruiting internationally recognized researchers in the fields of Hepatitis C, sleep disorders, Parkinson's disease, intracellular infections, and cardiovascular disease to complement the on-going research in traumatic brain research, Oncology, and diseases related to ultraviolet radiation induced skin disorders.

In addition to those areas mentioned above, the clinical research portfolio also includes a long-standing tradition of research in several areas that are represented by clinical research and education centers such as the Mental Illness Research Center, the Center for Health Equity Research and Promotion, the Sleep Center, and the Parkinson's Disease Center for Research and Education.

In fiscal year 2005, Medical Research Services at the Philadelphia VA Medical Center reported a total of \$29,124,350 in total research expenditures. The FY 2005 figure represents a 15% increase over the amount reported at the close of FY 2004.



Enhancement to ENT Services

The ENT Service acquired an interactive computer-assisted frameless stereotactic surgical navigation system. This system is now being used for complex Endoscopic sinus surgery and is helping to support a skull base surgery program in collaboration with Neurosurgery.

Radiology Department Goes Online

We have been in the process of instituting a completely digital Radiology Department. We have made strides towards this goal with the addition of two CR rooms, two new RF rooms, and one new DR room. This will allow all general radiography and Fluoro studies to be available at a workstation or computer without the need for costly printing of images. This joins ultrasound, CT, and MRI as modalities that are available online. A second ultrasound machine has been added and has doubled the throughput for this modality.

2005 Recognition, Awards, *and* Accomplishments

Alan Tessler M.D., attending Neurologist had published several papers on Spinal Cord Injury and has grant approval in which he will mentor the career development of a junior investigator award (NIH-K award).

Gabriel Bucurescu M.D., attending Neurologist received a grant from PADRECC for a research titled "Comparison of Modafinil and Methylphenidate in treatment of excessive day time sleepiness in patients with Parkinson's disease."

Dr. Philip L. Cohen, Medicine Service, received the Lady Barbara Colyton Autoimmune Research Award from the University of Pennsylvania School of Medicine.

Dr. David A. Asch received the Arthur Asbury Outstanding Faculty Mentor Award from the University of Pennsylvania School of Medicine.

Joshua Metlay and **Dr. Sean Kennedy** received the Penn Pearls Award from the University of Pennsylvania School of Medicine.

Dr. Laure Veet, Associate Chief of Staff for Education, has been added to a list of distinguished medical education professionals. The University of Pennsylvania presented her with the Dean's Award for Excellence in Clinical Teaching at an Affiliated Hospital. One of only three recipients, Dr. Veet was recognized for her talent in and dedication to medical education. Dr. Veet also serves as the assistant professor of medicine at the University of Pennsylvania and is responsible for oversight of all physician education programs occurring at PVAMC.

The VISN's 2005 Annual Award for Outstanding Researchers was awarded to **Dr. Ira Katz**, MIRECC, for Outstanding Researcher in Clinical Research.

Kevin Volpp, MD, PhD, Staff Physician and a Core Investigator with CHERP received the Presidential Early Career Award for Scientists and Engineers. This award is the highest honor bestowed by the U.S. government on outstanding scientists and engineers beginning their independent careers. Dr. Volpp is one of 60 scientists from 10 federal agencies to receive this award this year.

Dr. Phillip Green, Behavioral Health, was the recipient of the the Scott Mackler Award for Excellence in Substance Abuse Teaching. Dr. Green has succeeded Dr. Makler as lecturer to the medical students on the medical complications of substance abuse.

Dr. Nayyar Iqbal, Chief, Endocrinology, received the University of Pennsylvania School of Medicine's Dean's Award for Excellence in Clinical Teaching at an Affiliated Hospital.

Dr. Henry R. Bleier, Behavioral Health, received the University of Pennsylvania School of Medicine's Provost's Award. The Provost Award is given annually in recognition of distinguished teaching by associated faculty or academic support staff.

Ellen Malone, RN, MSN, and **Patricia Zarnitz**, RN, MSN were recipients of the AMSUS 2005 Federal Nursing Services Essay Award. This award is presented to professional nurses from the Federal Nursing Services who have submitted an essay on the results of a study or a scholarly paper that would have an impact on nursing. They co-authored the essay "Surgical Nurse Practitioners as Registered Nurse First Assistants: The Role, Historical Perspectives and Educational Training."



David Casarett, MD, MA, an investigator for the VA Center for Health Equity Research and Promotion (CHERP) received the American Academy of Hospice and Palliative Medicine Annual Paper Award. His research paper entitled "Effectiveness of a Palliative Care 'Case-Finding' Intervention: Results of a Randomized Controlled Trial" was selected as the best of 180 papers submitted to the American Academy of Hospice and Palliative Medicine and the Hospice and Palliative Nurses Association. Dr. Casarett's research focuses on understanding and improving the way patients near the end of life and their families make health care decisions. In

addition to his investigator role at CHERP, Dr. Casarett is a staff physician at the Philadelphia VAMC, where he directs the Palliative Care Clinic. He is Assistant Professor of Medicine in the Division of Geriatrics and a Senior Fellow at the Leonard Davis Institute of Health Economics at the University of Pennsylvania.

The Philadelphia VAMC and a group led by **Dr. Stan Caroff**, Chief, Inpatient Psychiatry was part of a large multi-center study that looked at the "Effectiveness of antipsychotic drugs in patients with chronic schizophrenia." Their results were published in the *New England Journal of Medicine*.



Publications

More than 300 journal articles and abstracts were published by PVAMC clinicians this fiscal year. Some of the most significant included:

Frederick Sahama, MD, had numerous articles published this fiscal year including "Diets and Cardiovascular Risk; what have we learned?" in the *American College of Cardiology, Cardiology Magazine* and "Type III Hyperlipidemia Unmasked by Anti-Retroviral Therapy" in the *American Journal of Medicine*.

Drs. Rachel Werner and **David Asch** had an article published in the *Journal of the American Medical Association* entitled "The unintended consequences of publicly reporting quality information." Dr. Werner was honored with the Dissertation of the Year Award at AcademyHealth for this article.

Dr. David Kaplan was honored with the Research Excellence in GI and Liver (REGAL) Award for his article "T cell response relative to genotype and ethnicity during antiviral therapy for chronic hepatitis C," in *Hepatology Magazine*. The REGAL Awards Program seeks to identify junior faculty members whose appointments began after July, 1999, or current third-year fellows in GI departments across the United States. Award applicants must demonstrate the ability to conduct important research in the areas of upper GI, lower GI, endoscopy, outcomes, or hepatobiliary research. This program also helps to foster career development and strengthen relationships between young scientists and their senior faculty.

David Casarett, MD, MA, and **David Asch, MD, MBA** published "Improving the use of hospice services in nursing homes: A randomized controlled trial," in the *Journal of the American Medical Association*.

Virginia Chang, MD, PhD, published "Income disparities in body mass index and obesity in the United States," in the *Archives of Internal Medicine*.

William Holmes, MD, MSCE, published "Brief communication: physical abuse of boys and possible associations with poor adult outcomes," in the *Annals of Internal Medicine*.

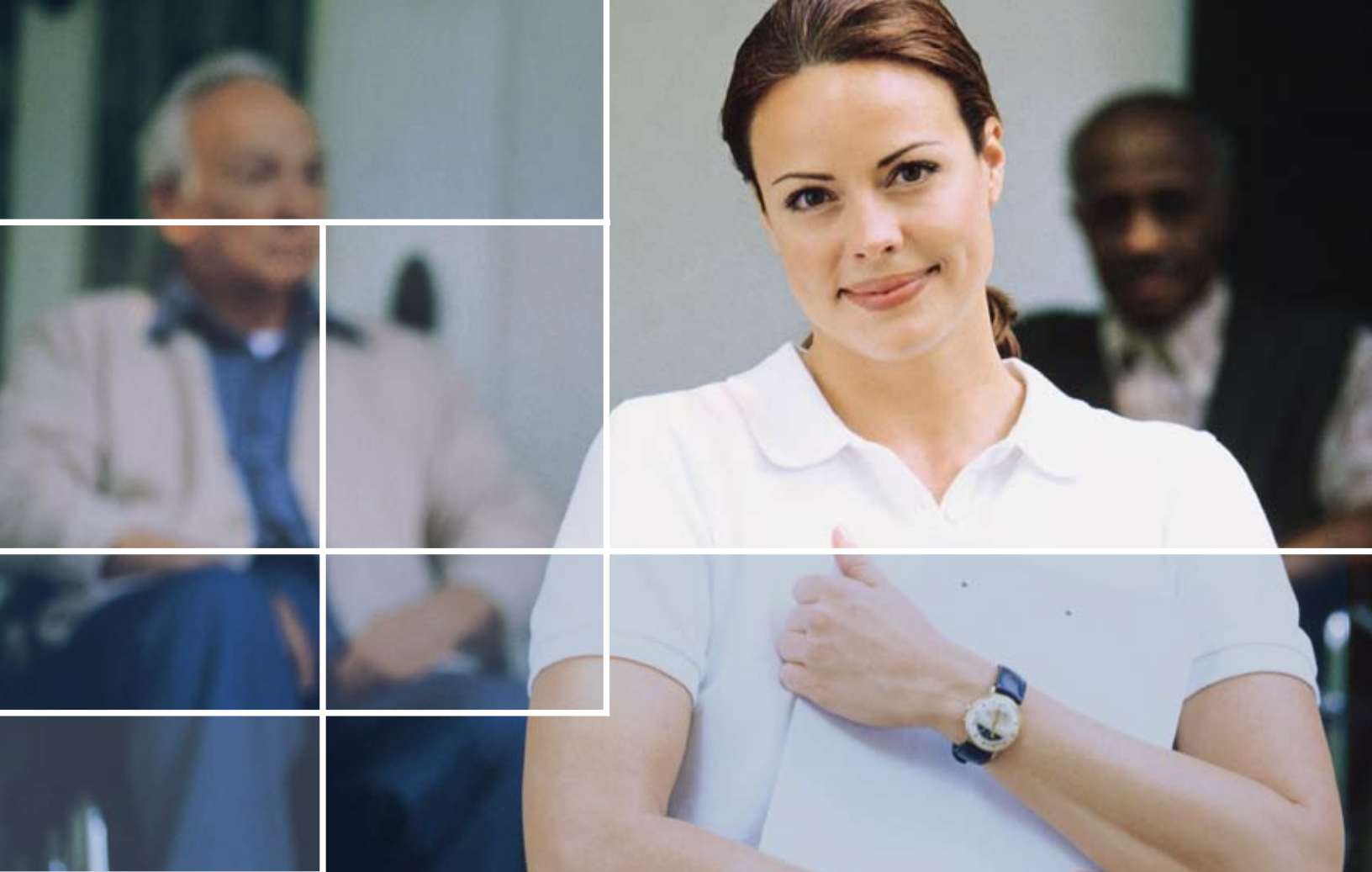
Judith Long, MD, and **Josh Metlay, MD, PhD**, published "Changes in veterans' use of outpatient care from 1992 to 2000," in the *American Journal of Public Health*.

Patricia Chriss, CRNP-BC, had an article published in *Heart & Lung* entitled "Predictors of successful heart failure self-care maintenance in the first three months after hospitalization."

Joan Gillies, RN, BSN, **Helen Moriarty, PhD, RN**, **Pam Pesnell, RN**, **Cathy Fox, RN**, and **Alice Cooney, RN**, had an article published in the *Nursing Administration Quarterly* entitled "An innovative model for restraint use at the Philadelphia Veterans Affairs Medical Center."

2006: *Looking Ahead*

- **Affirming the Commitment:** In an effort to increase the level of awareness of our commitment and obligation to caring for America's veterans, all PVAMC employees will reaffirm their commitment by taking a pledge acknowledging the debt of gratitude with which we owe our veterans. As VA employees, we are fortunate to have been chosen to help America repay that debt. Now we will affirm our commitment to the veterans we so proudly serve.
- Philadelphia has been selected as Polytrauma Rehabilitation Network Site, Level II. This will provide a high level of expert care, a full range of clinical and ancillary resources, and it will serve as a resource to other facilities within the network. Criteria for Level II sites include the presence of a Commission on Accreditation of Rehabilitation Facilities (CARF)-accredited inpatient rehabilitation unit, an accredited Prosthetic/Orthotic Lab, surgical expertise in the area of polytrauma, and access to tele-rehabilitation technology. The facility will coordinate the care and level of services required to meet the needs of the amputee population and ensure that patients have access to the same high level of care across the network. Level II facilities will enter information into a clinical database and manage outcomes of polytrauma patients within their respective VISNs. They will be responsible for implementing care that transitions individuals back into their home community.
- PVAMC will seek to establish a full time Assistive Technology Clinic, staffed by Occupational Therapists who are certified as Assistive Technology Professionals. This program will provide: motorized mobility, specialized seating systems, environmental control systems, and standard mobility devices. The addition of this capability on a full-time basis will result in decreased waiting times for patients needing assistive technology.
- Our Inpatient Psychiatry Units will be fully renovated this fiscal year. The inpatient psychiatry unit renovation will encompass making the entire unit contiguous between 7E & 7W. Currently the renovations will allow for 39-40 beds, many of which are single rooms for patient privacy. In addition, the new design will allow for maximizing shared space for recreation, dining, and group therapy in the center of the units.
- PVAMC will continue the expansion of providing a Mental Health presence at our Community Based Outpatient Clinics by establishing a mental health presence at the Gloucester, NJ, CBOC.



- Construction will begin on the long-planned Pedestrian Bridge that will link the Nursing Home Care Unit with the Medical Center. This will help with patient transportation between the two facilities, as well as pedestrian traffic.
- PVAMC plans to move into the area of Capsule Endoscopy, which is the study of the esophagus and small bowel, further enhancing our GI program. The purchase of this equipment will reduce fee basis costs for this procedure and provide for improved patient care.
- The inception of a Cardio-Thoracic Surgery Program at PVAMC will improve cardiac care in VISN 4. Currently, all cardiac surgery on the eastern side of VISN 4 is either sent to private hospitals or to other VISNs. Without cardiac surgery backup, PVAMC cannot provide any interventional cardiac procedures, which are fast becoming the standard of care for many cardiac conditions. The tertiary care mission of PVAMC, as the hub hospital supporting the four spoke facilities in the Eastern market of VISN 4, will be greatly enhanced by the addition of this program and the clinical improvements to various departments that are required for implementation.
- Orthopedics will explore offering a Joint Replacement Navigation Program. This program would use computer-assisted surgical navigation such as is now offered by the VA neurosurgery and ENT sections.
- The new Urology Clinic is expected to open in the 2nd Quarter, FY 06 with the hopes that this clinic will run five days per week. The new clinic will help PVAMC meet the demand among our veteran population for urologic services by improving wait times, especially for those veterans diagnosed with prostate disease.
- PVAMC will continue to expand its community based outpatient clinic presence by working to place a clinic in Camden, New Jersey. In addition, the Victor J. Saracini Outpatient Clinic in Horsham, New Jersey will be expanded to double its size adding an additional 6,000 sq. ft. to accommodate an expanded waiting area and additional exam rooms.

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- Patient Satisfaction Data
 - Workload Statistics
 - Financial Report: FY 2005
 - Historical Data Comparison
 - Veteran Population

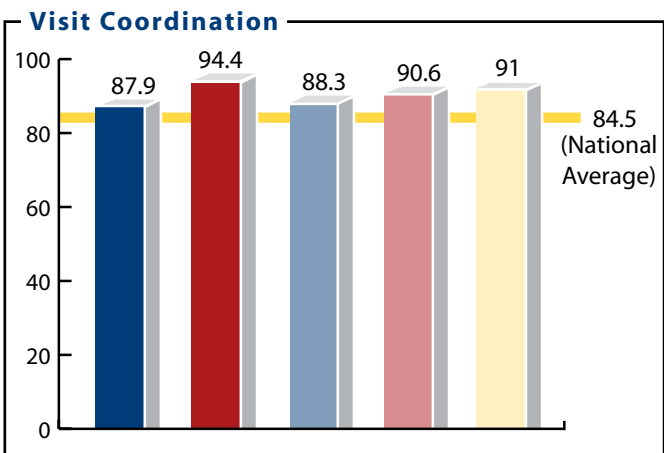
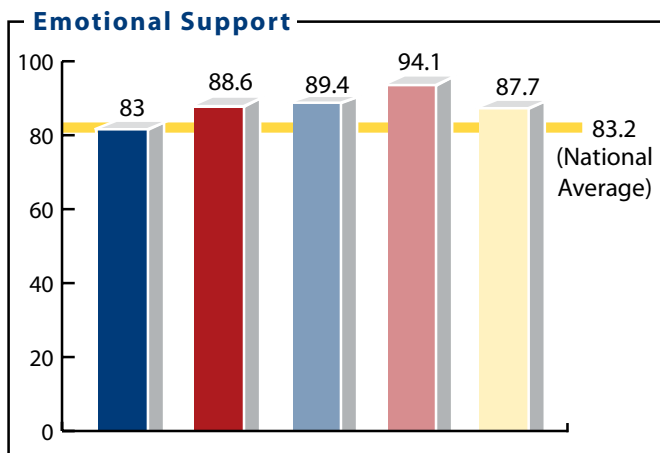
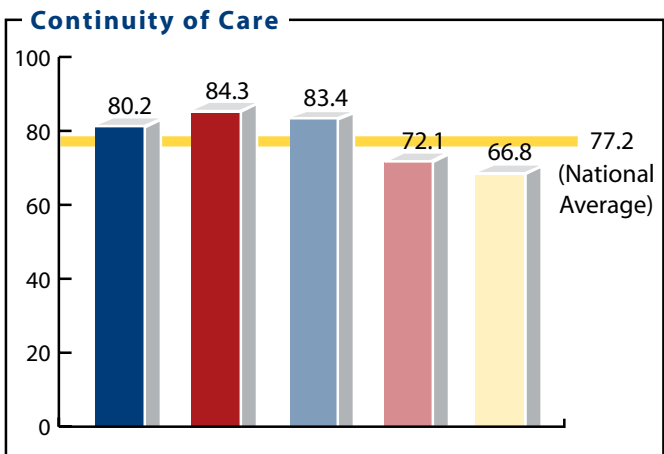
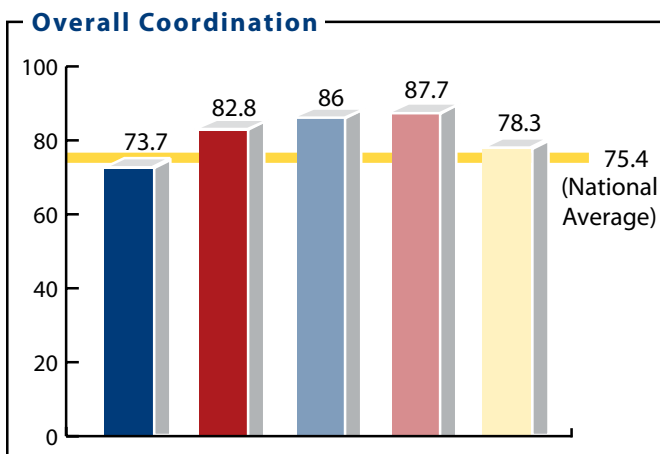
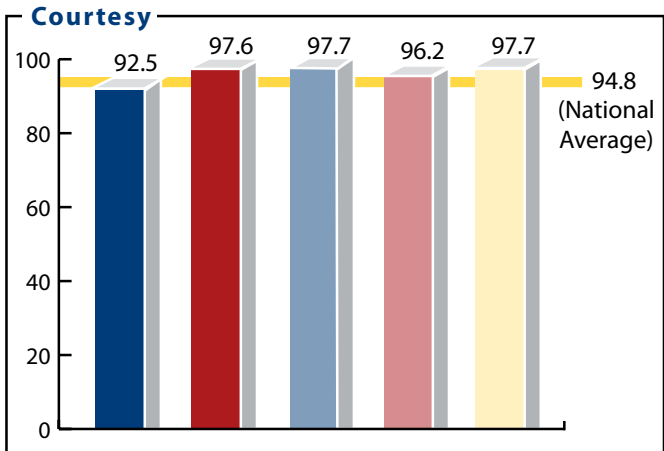
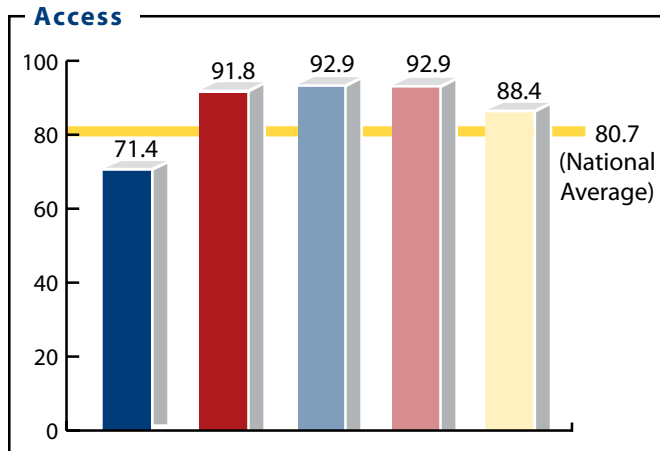
Figures & Statistics

Satisfaction

PATIENT SATISFACTION DATA

FY '05 Fourth Quarter Outpatient Results

LEGEND: PVAMC FORT DIX CBOC CAPE MAY CBOC HORSHAM CBOC GLOUCESTER CBOC



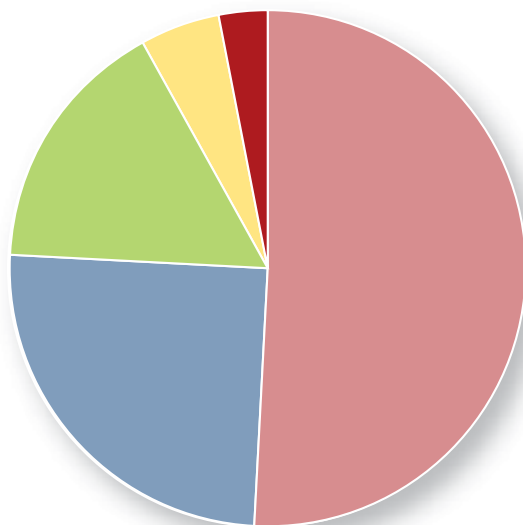
SOURCE: Survey of Healthcare Experiences of Patients (SHEP)

Data illustrates the percentage of those patients responding satisfactorily in key areas, compared to the national average of patient responses.

Workload

WORKLOAD STATISTICS

Discharges



Medicine	2,679
Surgery	1,296
NHCU	257
Rehabilitation	130
Behavioral Health	853
Total Discharges	5,215

Average Daily Census

Hospital	112.8
NHCU	222.9

Average Length of Stay

In Days	8.33
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Discharges

Surgery	1,313
Medicine	2,561
NHCU	223
Rehabilitation	128
Behavioral Health	802
Total	4,804

Occupancy Rate

Hospital	73%
NHCU	93%

Operating Beds Total

Hospital	154
NHCU	240
Total	394

Outpatient Visits

Hospital	401,085
Cape May	9,120
Fort Dix	19,620
Gloucester	3,658
Horsham	17,903
Total	451,379

Unique Patients

Uniques Treated	57,811
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Staff & Gifts Statistics

Staff Statistics

Employees	1,653
Volunteers	237
Volunteer Hours	39,609

Community Gifts & Donations

Cash Donations	\$38,554
In-kind Donations	\$74,506
Total Donations	\$43,050

Financial









FINANCIAL REPORT: FY 2005

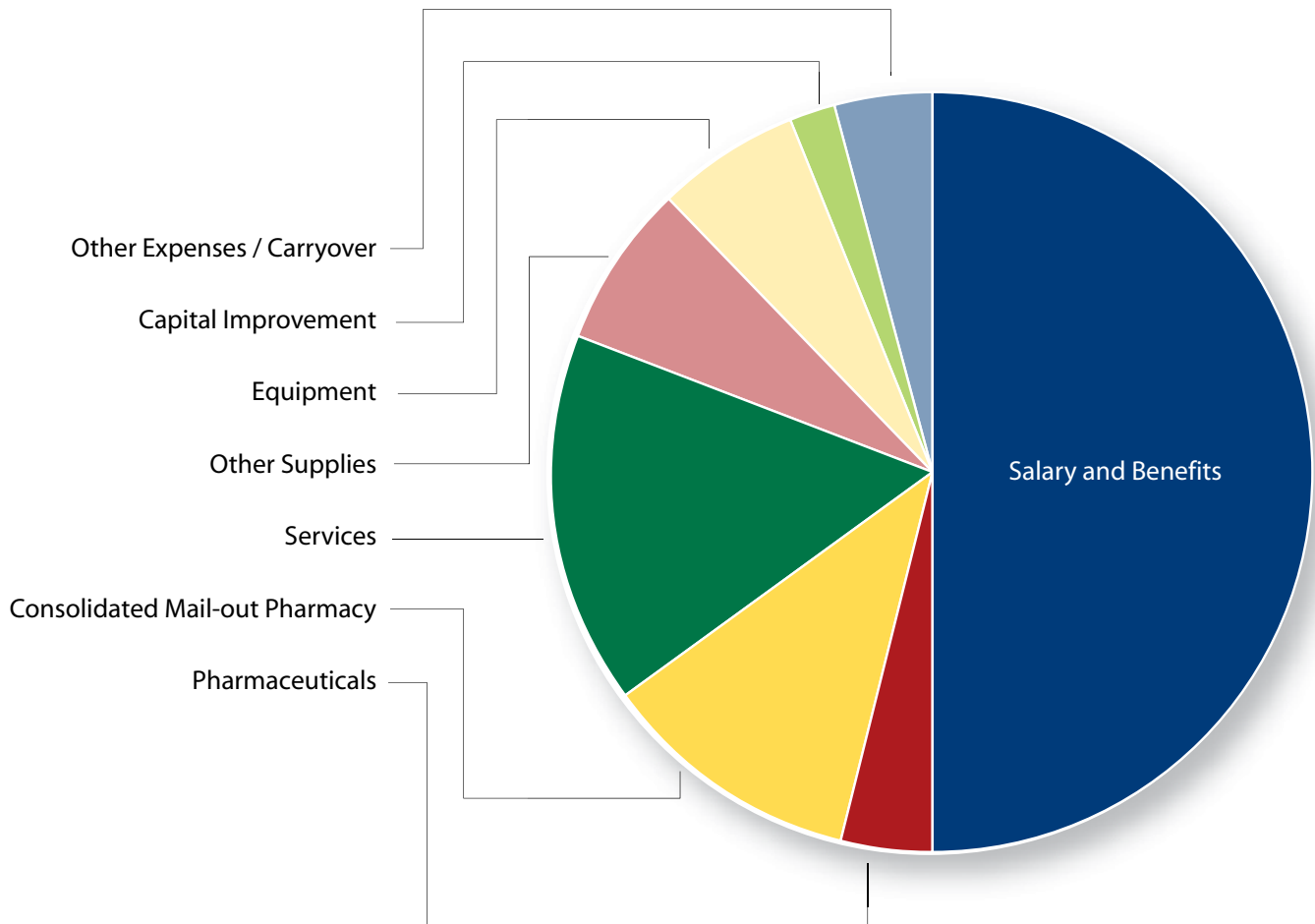
Total Medical Appropriation

\$293,448,000

(Includes MCCF collections)

Operating Expenses

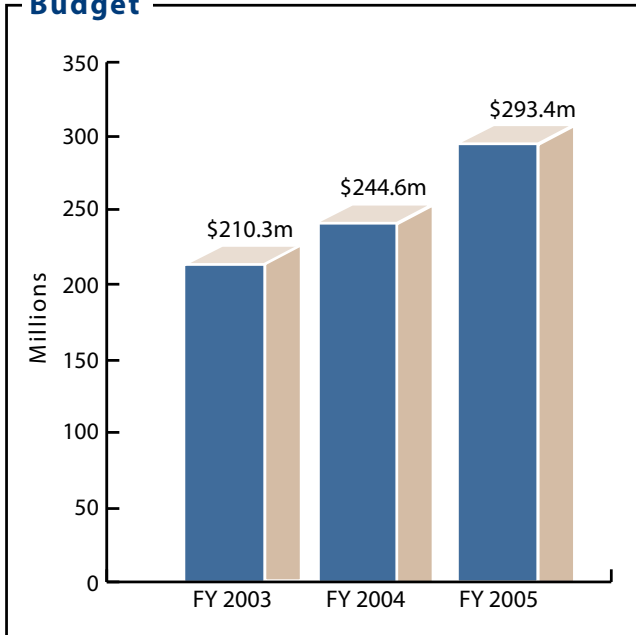
	Salary and Benefits	\$146,154,000		Other Supplies	\$21,618,000
	Pharmaceuticals	\$12,389,000		Equipment	\$17,820,000
	Consolidated Mail-out Pharmacy	\$31,092,000		Capital Improvement	\$5,279,000
	Services	\$46,935,000		Other Expenses / Carryover	\$12,161,000



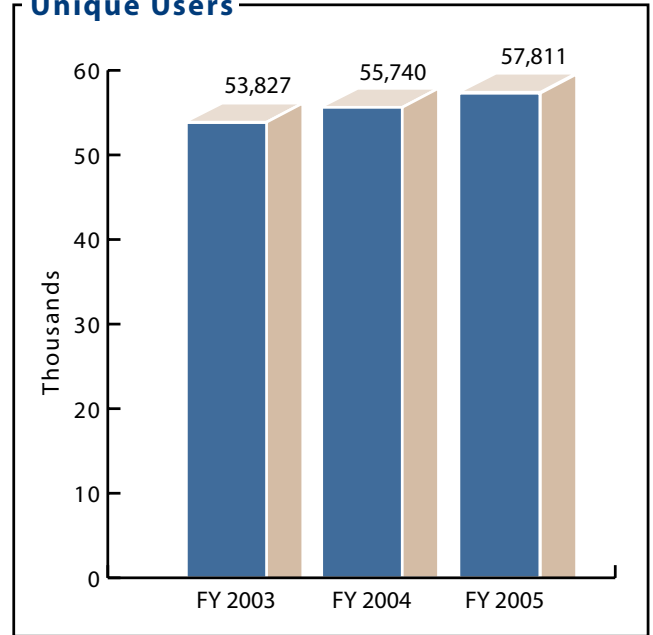
Historical

HISTORICAL DATA COMPARISON

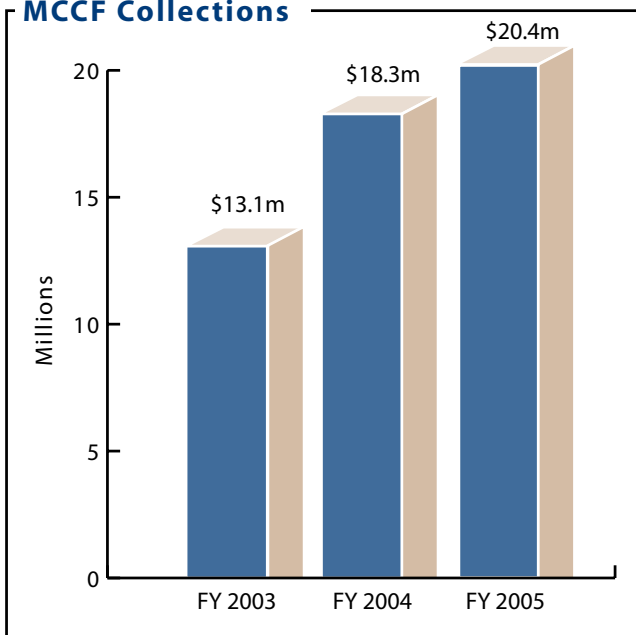
Budget



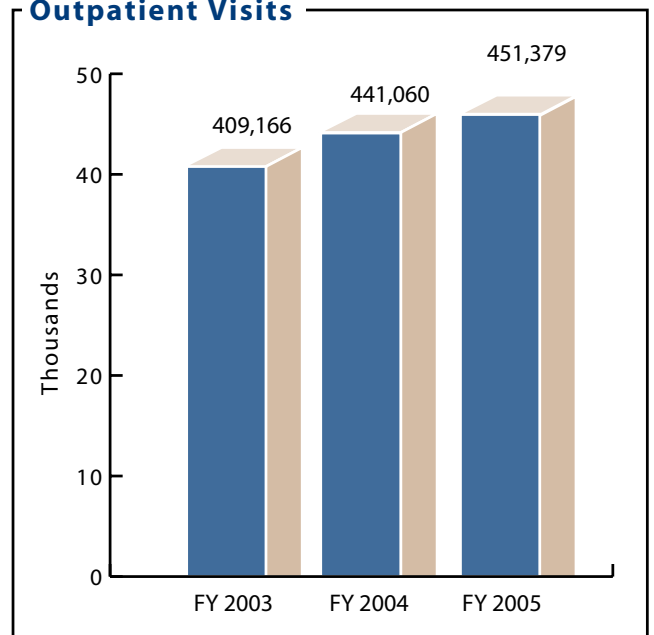
Unique Users



MCCF Collections



Outpatient Visits



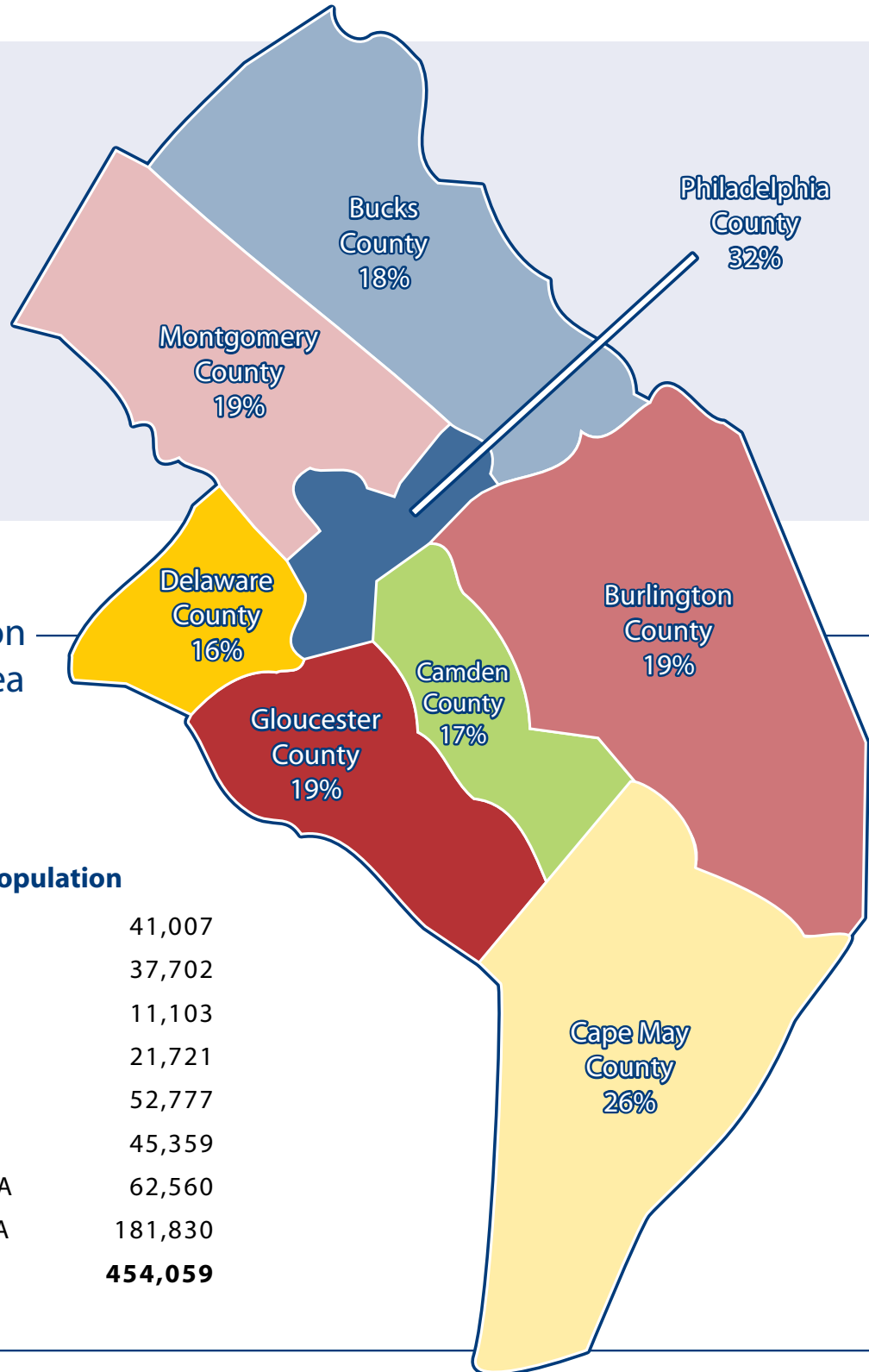
Statistics

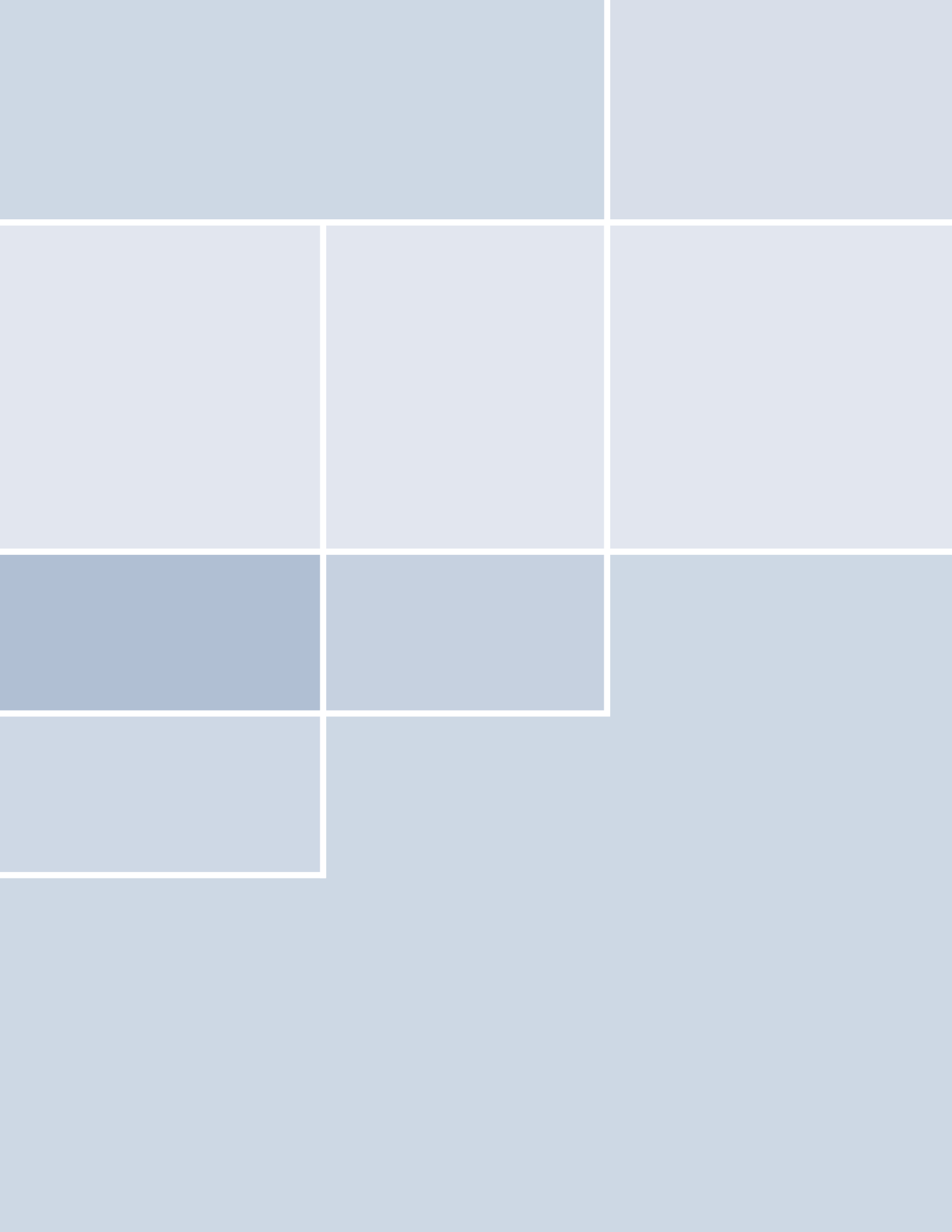
VETERAN POPULATION

Market Penetration by Catchment Area

Total Veteran Population

Burlington, NJ	41,007
Camden, NJ	37,702
Cape May, NJ	11,103
Gloucester, NJ	21,721
Bucks, PA	52,777
Delaware, PA	45,359
Montgomery, PA	62,560
Philadelphia, PA	181,830
Total	454,059





PHILADELPHIA

VA MEDICAL CENTER

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